

Telephone Customer Service Survey

1. Which DMV office did you phone?
2. How many times, if any, did you get a busy signal?
Zero (Connected first try) 1 Time 2 to 3 Times 4 to 5 Times
6 to 10 Times 11 to 15 Times 16 to 20 Times More than 20 Times
3. If you were placed on hold, how long did you wait?
N/A (Not placed on hold) 1 to 5 Minutes 6 to 10 Minutes
More than 10 Minutes
4. Did the DMV employee offer to send you forms? Yes No
5. I received courteous service
Strongly Agree Agree Disagree Strongly Disagree
6. I received the information I needed
Strongly Agree Agree Disagree Strongly Disagree
7. How many phone calls to the DMV did it take to obtain all the information you needed?
1 2 More than 2
8. How was our service this time compared to prior phone calls?
Better About the same Worse N/A (Was my first call to DMV)
9. Overall, how would you rate the service you received?
Excellent Above Average Satisfactory Unsatisfactory

Additional comments regarding your visit may be entered here. (Limited to 225 characters including spaces and punctuation) **Please be aware that we are unable to complete transactions via this online survey. Please contact your nearest field office for assistance with specific DMV issues.**

If you would like a reply to any of your comments, please provide your name, address and phone number.

First Name

Last Name

Address

City

Zip Code

Day Phone ()

DL/ID Number

Plate/CF Number

WHEN YOU ARE READY TO PRINT THIS FORM, CLICK IN THE BOX

Submission Information: After you have filled in the blanks you can print the form and fax it to (916) 657-7977.

Or mail to: Office of the Director
Department of Motor Vehicles
P.O. Box 932328
Sacramento, CA 94299-9982